GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:3231
ANSWERED ON:19.03.2001
CANCELLATION OF AIR TICKET
DR. KIRIT SOMAIYA

Will the Minister of CIVIL AVIATION be pleased to state:

(a) the details of the criteria adopted and penalty enforced by the airlines for cancellation or change of tickets;

(b) whether multiple bookings is made by travel agents resulting in empty flight:

(c) if so, the details thereof;

(d) whether this issue was discussed in the meeting of airlines representatives; and

(e) if so, the final decision taken in this regard?

Answer

THE MINISTER OF CIVIL AVIATION (SHRI SHARAD YADAV)

(a): The phenomenon of passengers booking tickets on a particular flight on a particular day and not travelling on that flight, and not cancelling this booking is a problem faced by the all airlines worldwide. This results in seats going vacant on flights resulting in revenue loss to the airlines as well as denial of seats to genuine passengers. To overcome this problem, penalty for cancellation or rebooking is levied by Air India. As regards Indian Airlines, they do not levy cancellation charges for cancellation of ticket till one hour before departure of its flights. For cancellation on a confirmed ticket effected within one hour of the departure, 100% cancellation charges are levied.

(b) and (c):- Since most travel agents effect bookings through CRS system, it is possible for them to effect multiple bookings. However, all Air India Offices make repeated efforts to remind agents to desist from effecting multiple bookings. Strict pre-flight checks are carried out by the Air India Offices to ensure nil/minimal no shows. AI`s reservations system has an automatic duplicate checking facility which brings to the attention of the originating stations, any duplicate booking. Such Bookings are strictly monitored and duplicates are cancelled to ensure that flights do not operate underload.

(d) and (e): Yes, Sir. It was unanimously agreed that effective July,2000, a token cancellation charge of Rs.200/would be levied on the travel agents to curb last minute cacellation of seats and to ensure that the available capacity is recycled and genuine demand met. The decision was taken after a detailed discussion both at the Airline representatives levels as well as with the representatives of their travel agents associaiton of India and the travel agents Federation of India.Similary, Indian Airlines has also levied a cancellation charge of Rs.200/on all Economy class international passengers travelling on Excursion Fares- Ex India.